



September 16, 2010

2010 SEP 20 AM 8:33  
STAGE OF THE  
UTIL. AND TRS  
COMMISSION  
PROGRAM MANAGEMENT

Washington Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Attention: Kristen Russell  
Robert Williamson

Reference: **SERVICE QUALITY PERFORMANCE REPORT – August - 2010**

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyLink of Washington for August - 2010. These statistics are based on criteria approved in Docket No UT-921192: General Order No. R-384.

If you have any questions, please feel free to contact Mary Taylor, Government Relations Manager, at 360-943-6996.

Sincerely,

Tim Grigar  
VP and General Manager, WA OR  
CenturyLink of Washington, Inc

cc Distribution Listed Below:

Terry Beeler  
Cal Simshaw  
Tom Speake  
Mary Taylor  
Steve Densley

Mark Johnston  
Ted Hankins  
John Fryling  
Larry VanCamp  
Ross Skinner

Posted



# Trouble Ticket Report

CenturyLink™

August 2010

EXCHANGE	Aug 09	Sep 09	Oct 09	Nov 09	Dec09	Jan10	Feb10	Mar10	Apr10	May10	Jun10	Jul10	August Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	ALMIRA	1.06%	0.82%	2.19%	1.65%	1.10%	0.82%	1.39%	0.28%	1.12%	2.79%	2.26%	0.83%	6	1.67%
AMES LAKE	0.17%	0.53%	1.07%	0.89%	0.54%	0.18%	0.54%	0.54%	3.45%	0.56%	0.57%	0.37%	8	1.49%	
ARLETTA	0.77%	0.79%	0.85%	1.02%	0.55%	0.94%	0.45%	0.75%	0.18%	0.54%	0.49%	0.67%	10	0.63%	
ASHFORD	0.97%	0.98%	1.68%	2.27%	0.69%	0.50%	0.61%	1.20%	1.21%	1.72%	1.30%	0.58%	12	1.18%	
BASIN CITY	0.82%	1.00%	0.17%	0.34%	0.68%	0.85%	0.17%	0.68%	0.34%	1.04%	0.70%	0.34%	3	0.52%	
BEAVER	0.00%	0.00%	0.28%	0.83%	0.27%	0.28%	0.55%	0.28%	0.56%	1.13%	0.85%	0.54%	2	0.54%	
BLAKELY ISL	0.00%	0.57%	0.87%	0.59%	1.17%	0.29%	0.00%	0.30%	0.61%	2.34%	0.29%	1.97%	2	0.56%	
CARNATION	0.66%	1.41%	1.24%	0.67%	1.35%	1.42%	1.11%	1.57%	0.47%	0.96%	1.06%	0.57%	10	0.95%	
CATHLAMET	1.24%	1.24%	0.94%	2.11%	1.58%	0.80%	0.96%	1.37%	0.89%	1.48%	1.37%	0.79%	13	1.03%	
CHENEY / EWU	0.55%	0.62%	0.46%	0.56%	0.64%	0.71%	0.41%	0.43%	0.46%	0.46%	0.68%	0.88%	25	0.64%	
CHEWELAH / VALLEY	0.78%	0.54%	0.72%	0.72%	0.65%	1.01%	0.65%	0.63%	0.72%	0.43%	0.96%	0.74%	26	0.69%	
CHINOOK	1.01%	0.76%	1.79%	2.60%	1.03%	1.04%	0.00%	1.09%	1.09%	0.27%	0.27%	1.07%	4	1.07%	
CLALLAM BAY	0.00%	0.33%	0.50%	0.83%	1.33%	0.49%	0.17%	0.33%	0.51%	0.51%	0.17%	0.17%	3	0.51%	
CLEARWATER	0.68%	0.00%	0.70%	0.00%	0.71%	1.43%	0.69%	0.00%	0.00%	2.13%	0.74%	1.40%	0	0.00%	
CONNELL	0.82%	0.49%	0.25%	0.16%	0.25%	0.25%	0.42%	0.33%	0.41%	0.75%	0.92%	0.33%	5	0.42%	
COULEE CITY	0.97%	0.84%	0.71%	1.28%	0.85%	1.41%	0.57%	0.71%	0.42%	1.27%	1.13%	1.11%	8	1.11%	
COWICHE	0.57%	0.12%	0.35%	0.47%	0.83%	0.59%	0.24%	0.72%	0.36%	0.37%	0.62%	0.24%	2	0.24%	
CRESTON	0.80%	0.83%	0.55%	1.68%	0.28%	1.40%	0.00%	1.44%	0.58%	0.58%	0.88%	1.15%	2	0.58%	
CURTIS	0.00%	0.49%	1.77%	3.02%	2.56%	1.79%	2.62%	1.60%	1.32%	0.27%	0.79%	1.79%	2	0.52%	
DAVENPORT	0.50%	0.40%	0.70%	0.86%	0.71%	0.61%	0.41%	0.81%	0.67%	0.41%	0.99%	0.36%	25	1.30%	
EASTSOUND	0.79%	1.00%	1.34%	0.87%	0.79%	1.20%	0.79%	0.87%	1.15%	1.24%	0.97%	1.42%	55	1.24%	
EDWALL-TYLER	0.24%	0.74%	1.99%	1.24%	1.01%	1.52%	0.51%	1.55%	0.81%	1.87%	1.33%	0.78%	15	3.94%	



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	ELMA	0.54%	0.89%	1.05%	1.31%	1.69%	1.70%	1.23%	1.26%	0.97%	1.36%	1.26%	0.68%	20	0.65%
ELTOPIA	1.48%	1.13%	0.00%	0.00%	1.49%	1.87%	0.75%	0.00%	1.13%	0.38%	0.76%	0.38%	7	2.62%	
EUREKA	0.00%	1.48%	2.24%	0.75%	1.49%	0.00%	1.14%	0.74%	0.00%	0.00%	1.19%	3.41%	3	1.14%	
FALL CITY	1.05%	0.77%	1.26%	0.71%	0.85%	1.27%	0.78%	0.37%	0.90%	1.01%	1.21%	0.67%	14	0.68%	
FORKS	0.20%	0.45%	0.18%	0.33%	0.39%	0.30%	0.06%	0.37%	0.21%	0.18%	0.37%	0.37%	14	0.42%	
FOX ISLAND	0.60%	1.02%	0.93%	1.16%	0.65%	1.20%	0.44%	0.68%	0.23%	0.93%	0.95%	0.82%	7	0.84%	
FRIDAY HARBOR	0.53%	0.60%	0.67%	0.90%	1.12%	0.68%	0.47%	0.72%	0.66%	0.69%	0.74%	0.55%	38	0.61%	
GIG HARBOR	0.70%	0.67%	0.57%	0.85%	0.64%	0.96%	0.58%	0.62%	0.58%	0.57%	0.49%	0.54%	77	0.54%	
GLENOMA	0.85%	1.40%	3.69%	0.57%	1.70%	0.57%	0.86%	2.05%	0.58%	1.49%	1.47%	2.88%	8	2.31%	
HANSVILLE	0.26%	0.40%	0.80%	0.61%	0.88%	0.41%	0.55%	0.76%	0.70%	0.28%	0.50%	1.33%	12	0.85%	
HARRINGTON	0.25%	0.51%	0.26%	1.29%	0.77%	1.30%	0.26%	0.79%	1.34%	0.54%	1.95%	1.09%	10	2.70%	
HUMPTULIPS	2.94%	1.69%	0.69%	0.34%	3.41%	1.02%	1.42%	1.40%	0.70%	1.11%	0.75%	1.06%	3	1.07%	
INCHELIUM/HUNTERS	0.73%	0.37%	0.60%	0.53%	0.38%	0.23%	0.23%	0.69%	0.92%	0.77%	1.61%	0.68%	14	1.07%	
KAHLOTUS	0.00%	0.00%	0.61%	0.00%	0.61%	1.20%	0.00%	0.00%	0.00%	1.81%	1.82%	0.60%	1	0.60%	
KETTLE FALLS	0.80%	0.40%	0.40%	0.40%	0.56%	0.56%	0.60%	0.53%	0.78%	0.49%	1.25%	0.45%	10	0.41%	
KINGSTON	0.40%	0.59%	0.89%	0.89%	0.65%	0.65%	0.46%	1.11%	0.64%	0.62%	0.80%	0.44%	13	0.36%	
LAKE QUINAULT	1.52%	1.73%	0.97%	2.33%	1.56%	2.71%	1.18%	0.39%	0.80%	1.03%	1.03%	0.80%	4	0.81%	
LAKEBAY	0.70%	0.58%	1.11%	2.14%	1.04%	1.16%	1.06%	0.71%	0.78%	0.85%	1.14%	0.57%	33	0.67%	
LIND	0.23%	0.69%	0.47%	1.40%	0.70%	0.47%	0.71%	0.72%	0.24%	0.48%	1.19%	0.24%	2	0.48%	
LONG BEACH	0.59%	0.38%	0.65%	1.57%	1.17%	0.90%	0.58%	0.64%	1.03%	0.76%	0.99%	0.97%	25	0.69%	
LOPEZ	1.45%	1.13%	2.23%	1.05%	1.77%	0.63%	1.35%	0.68%	0.94%	1.28%	1.49%	2.68%	20	0.84%	
MATHEWS CORNER	0.94%	0.00%	0.00%	1.69%	0.24%	0.49%	0.74%	1.21%	0.97%	0.50%	0.75%	1.00%	2	0.50%	



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													Trouble Tickets		
MCCLEARY	0.44%	0.76%	0.97%	0.65%	1.74%	1.66%	1.00%	0.80%	0.80%	1.26%	1.61%	0.68%	8	0.91%	
MEDICAL LAKE	0.60%	0.46%	0.39%	0.79%	0.72%	0.61%	0.72%	0.77%	0.74%	1.00%	0.94%	0.70%	10	0.37%	
MESA	0.40%	0.41%	0.82%	0.83%	0.83%	0.42%	0.42%	0.42%	0.43%	0.43%	0.44%	0.43%	1	0.43%	
MINERAL	0.88%	0.59%	4.12%	2.08%	1.47%	2.97%	1.76%	1.17%	1.80%	4.23%	2.71%	1.47%	8	2.36%	
MONTESANO	0.93%	0.29%	0.95%	0.85%	0.93%	0.63%	0.67%	0.57%	0.35%	0.70%	0.56%	0.59%	12	0.48%	
MORTON	0.78%	0.80%	0.87%	0.51%	1.09%	1.01%	0.51%	0.66%	0.51%	0.80%	0.60%	0.66%	13	0.96%	
NEAH BAY	0.11%	0.00%	0.22%	0.55%	0.44%	0.33%	0.11%	0.66%	0.55%	0.33%	0.34%	0.21%	0	0.00%	
NESPELEM	0.75%	2.45%	0.77%	0.76%	0.77%	1.40%	0.93%	1.27%	1.27%	1.30%	1.16%	1.60%	7	1.14%	
NORTH BEND 831/888	0.59%	0.66%	0.59%	0.83%	0.55%	0.80%	0.46%	0.74%	0.68%	0.93%	0.82%	0.63%	29	0.59%	
NORTH VASHON	1.57%	1.19%	1.49%	1.70%	0.60%	1.33%	0.41%	0.62%	0.74%	0.64%	0.54%	1.17%	3	0.33%	
OCEAN PARK	1.18%	0.56%	1.19%	2.81%	1.58%	1.75%	1.44%	1.27%	0.97%	0.65%	1.09%	0.91%	33	1.08%	
OCOSTA	0.37%	0.38%	0.37%	0.76%	1.14%	0.39%	1.18%	0.80%	0.82%	2.52%	1.27%	0.42%	1	0.42%	
ODESSA	0.26%	0.77%	1.42%	0.39%	0.65%	0.52%	0.78%	0.65%	0.66%	0.53%	1.32%	0.52%	14	1.84%	
ORTING	0.75%	0.94%	1.22%	1.10%	1.06%	1.32%	1.08%	0.89%	0.75%	0.81%	0.98%	0.80%	23	0.62%	
PACIFIC BEACH	0.10%	0.41%	1.35%	1.46%	0.73%	1.36%	1.27%	2.25%	1.85%	1.33%	1.11%	0.94%	24	2.49%	
PACKWOOD	0.40%	0.20%	0.82%	0.51%	0.62%	0.41%	0.21%	0.32%	0.11%	0.32%	0.32%	0.85%	2	0.21%	
PE ELL	0.80%	0.67%	1.33%	1.34%	1.21%	1.63%	0.41%	0.82%	1.10%	0.56%	0.71%	1.09%	6	0.82%	
PUGET ISLAND	1.34%	3.20%	3.78%	1.63%	1.37%	0.84%	0.56%	1.13%	1.14%	0.87%	1.75%	0.00%	8	2.29%	
RANDLE	0.83%	1.15%	1.15%	0.63%	1.90%	0.74%	0.64%	0.54%	0.65%	0.99%	0.44%	1.95%	3	0.33%	





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													Trouble Tickets		
RAYMOND-LEBAM	0.80%	0.58%	1.36%	1.47%	1.33%	1.46%	1.43%	0.96%	0.72%	0.81%	1.14%	0.72%	17	0.69%	
REARDAN	2.30%	0.78%	1.22%	1.05%	2.27%	0.79%	0.53%	0.88%	1.06%	1.52%	2.34%	1.23%	15	1.32%	
RIMROCK/WHITEPASS	0.00%	0.00%	0.91%	0.00%	0.45%	0.00%	1.38%	0.00%	0.00%	0.00%	0.00%	0.46%	2	0.92%	
RITZVILLE-BENGE	0.66%	0.53%	0.80%	0.67%	1.00%	0.20%	0.20%	0.47%	0.47%	0.54%	0.34%	1.30%	10	0.69%	
ROYAL CITY	0.87%	2.09%	1.28%	0.94%	1.59%	1.96%	1.74%	1.57%	1.33%	1.23%	2.08%	1.38%	34	2.04%	
SNOQUALMIE RIDGE 396	0.15%	0.38%	0.54%	0.23%	0.31%	0.24%	0.08%	0.33%	0.33%	0.34%	0.16%	0.33%	2	0.17%	
SNOQUALMIE PASS 434	0.70%	0.24%	0.47%	1.85%	1.15%	1.87%	0.71%	0.00%	0.24%	0.49%	0.24%	0.71%	6	1.44%	
SOUTH BEND	1.77%	0.92%	1.39%	1.09%	1.49%	1.66%	0.48%	1.04%	0.96%	0.73%	0.81%	0.24%	10	0.81%	
SOUTH PRAIRIE	2.70%	1.54%	1.29%	1.87%	1.96%	1.31%	1.25%	0.42%	0.35%	0.99%	1.30%	0.99%	14	1.01%	
SPANGLE	1.06%	1.08%	0.43%	1.07%	0.85%	0.85%	0.85%	0.42%	0.85%	0.43%	1.10%	1.07%	5	1.06%	
SPRAGUE	0.91%	0.23%	1.16%	1.63%	0.70%	1.86%	0.70%	0.23%	1.43%	1.19%	1.70%	1.66%	2	0.48%	
STARBUCK	0.88%	0.00%	0.00%	6.86%	3.92%	0.00%	0.00%	0.96%	1.94%	0.96%	3.03%	3.92%	2	2.02%	
TIETON	0.52%	0.26%	0.92%	0.53%	0.67%	0.40%	0.27%	0.41%	0.42%	0.14%	0.86%	0.55%	3	0.42%	
TWISP	0.89%	0.79%	0.46%	0.68%	0.46%	1.15%	0.23%	0.69%	0.65%	0.95%	0.72%	0.35%	17	1.00%	
VADER	0.82%	0.83%	0.24%	2.73%	3.10%	3.47%	1.71%	1.00%	0.50%	0.51%	0.76%	0.62%	8	1.00%	
VASHON	0.51%	1.00%	0.80%	0.81%	0.63%	0.85%	0.64%	0.62%	0.63%	0.42%	0.64%	0.55%	26	0.72%	
WASHTUCNA	0.84%	0.43%	0.43%	0.43%	0.87%	1.30%	0.44%	0.44%	0.00%	1.36%	0.46%	0.00%	0	0.00%	
WILBUR	1.47%	0.23%	1.40%	1.06%	0.59%	0.71%	0.72%	0.83%	2.26%	1.21%	1.08%	1.18%	6	0.71%	
WILSON CREEK	0.00%	0.66%	0.99%	3.99%	1.68%	1.68%	0.69%	0.69%	0.35%	6.50%	1.06%	0.35%	3	1.06%	
WINTHROP	0.86%	0.48%	0.39%	0.35%	0.44%	0.44%	0.31%	0.13%	0.40%	0.89%	0.62%	0.48%	12	0.53%	
YACOLT	0.50%	2.00%	1.07%	0.44%	0.62%	0.69%	0.63%	1.03%	0.72%	0.46%	0.99%	1.27%	10	0.64%	
GRAND TOTAL	0.74%	0.72%	0.87%	1.04%	0.92%	0.96%	0.68%	0.74%	0.72%	0.79%	0.89%	0.79%	984	0.76%	

# Quality of Service

August 2010

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
7,407	18	0

## (4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
Monthly Report:	See Attachment A	
Quarterly Report:		
Bi-Annual Report		

## (5) Major Outages Over 48 Hours

# Over 48 Hours:	None
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## (7) Switches - Dial Tone

On Track for Month?	Yes
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## (8) Trunk Blocking

On Track for Month?	Yes
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## (9) Repair Report / Repair Appointments Met

Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
547	1	546	539	7
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
441	2	439	434	5

#### (4) Installation or Activation of Basic Service

Attachment A for August 2010

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
LONG BEACH	43	0
OCEAN PARK	23	0
CHINOOK	4	0
GIG HARBOR	121	1
FOX ISLAND	7	0
ARLETTA	9	0
MORTON	19	1
MINERAL	5	0
GLENOMA	3	0
RANDLE	5	0
PACKWOOD	7	0
ASHFORD	7	0
YACOLT	14	0
ORTING	46	1
SOUTH PRAIRIE	8	0
CONNELL	9	0
MESA	2	0
BASIN CITY	3	0
ELTOPIA	6	0
MATHEWS CORNER	1	0
KAHLOTUS	5	0
WASHTUCNA	2	0
LIND	5	0
STARBUCK	2	0
EUREKA	7	0
ROYAL CITY	14	0
LOPEZ/SHAW ISLAND	19	0
PUGET ISLAND	2	0
RAYMOND	10	0
RAYMOND/LEBAM	13	0
CATHLAMET	12	0
SOUTH BEND	18	0
OCOSTA	4	0
CURTIS	2	0
PE ELL	4	0
VADER	7	0
LAKEBAY (includes 1302)	58	0
MCCLEARY	9	0
ELMA	30	0
MONTESANO	19	0
KINGSTON	29	0
HANSVILLE	7	0
TWISP	24	0
WINTHROP	17	0
VASHON	17	0
NORTH VASHON	4	0

#### (4) Installation or Activation of Basic Service

Attachment A for August 2010

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	# of Orders Not Completed In 7 Days or Less
CHENEY	141	0
E.W.U.	0	0
SPANGLE	8	0
MEDICAL LAKE	33	0
REARDAN	10	0
DAVENPORT	13	0
CRESTON	2	0
HUNTERS/INCHELIUM VALLEY	19	0
CHEWELAH	2	1
KETTLE FALLS	37	0
WILBUR	22	1
ODESSA	5	0
HARRINGTON	6	0
ALMIRA	4	0
COULEE CITY	2	0
WILSON CREEK	7	0
NESPELEM	3	0
RITZVILLE-BENGE	12	0
SPRAGUE	18	0
EDWALL-TYLER	0	0
NORTHBEND	4	0
SNOQUALMIE PASS	45	0
FALL CITY	4	0
CARNATION	16	0
SNOQUALMIE RIDGE	7	0
AMES LAKE	7	0
FRIDAY HARBOR	3	0
EAST SOUND	53	1
BLAKELY ISLAND/DECATURE	36	0
FORKS	8	0
NEAH BAY	39	1
BEAVER	12	0
CLALLAM BAY	6	0
CLEARWATER	1	0
PACIFIC BEACH	9	0
LAKE QUINAULT	22	0
HUMPTULIPS	3	0
COWICHE	1	0
TIETON	9	0
RIMROCK	9	0
	0	0





WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

August 2010

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude for August



WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
August 2010

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Mineral	October 2009	14 - wet cable feeding DLS. Cable will be replaced
Mineral	May 2010	18 - Mineral Hill AFC had bad CPU that caused system to go down.
Starbuck	November 2009	7 - wet aerial cable. Cable will be replaced
Wilson Creek	May 2010	14 - Local power company had a significant ground fault that melted several peds and damaged buried cable.